Q&A #1

University of Arkansas

RFP #102720 – Benefits Consulting Services

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| # | Question |
| 1 | Are there any performance standards or monetary penalties associated with the current consulting firm’s performance?  **ANSWER:** Performance standards are required, and the University does evaluate the performance of all vendors. |
| 2 | Do any of the current insurance products include commission? If so, please provide the total commissions paid over the past 24 months.  **ANSWER:** Insured products do produce commissions. Commissions vary by product, enrollment, new products introduced, etc. Current and past commissions are not indicative of future commission opportunities. |
| 3 | What amount in fee payments has the University made to the existing consulting firm for the defined scope of work over the past 24 months?  **ANSWER:** Fee payments vary based upon projects undertaken within the period. |
| 4 | Please provide the annual number of onsite meetings expected or regularly occurring under this agreement, including HR/subcommittees, benefits orientation, strategy sessions, staff senate briefings, or others. Does the University have a preferred onsite meeting schedule for consultative reviews (monthly, quarterly, etc.)?  **ANSWER:** Onsite meeting opportunities are unknowable in the current environment. Historically, two System-wide (all campuses participating) meetings are provided each year. Meetings with the System Office staff will be required as requested, with most provided through remote access and will occur not less than quarterly. Weekly, and often daily interaction with System Office staff through email on a range of compliance, plan design, cost impact and communications issues must be supported in a timely manner. |
| 5 | For carve-out health or other outsourced programs (such as bariatric surgery, infertility treatment, leave management) does the University have a minimum ROI threshold?  **ANSWER:** Services are not carved-out. Health services are provided within the Plan through INN providers. System policies dictate leave programs with leave administered at the campus level. |
| 6 | What is the review process for obtaining comments and final internal approval of communication materials such as those for enrollment or other regularly scheduled campaigns?  **ANSWER:** The University System Office provides draft or supporting documentation. Communication materials proposed are reviewed through the System Office, with feedback from campuses, and approved by the System Office. |
| 7 | We note a variety of current communication items listed on UA system website. Please speak to the responsibilities that the chosen consultant will have as it pertains to the following items (i.e. design, build, maintain, and/or review):  1) New employee benefit guide  2) Benefits decision guide document  3) Benefits Bulletin  4) Benefits website at https://benefits.uasys.edu/  5) Virtual benefits fair microsite  **ANSWER:** All items identified were developed by the current vendor with drafts, input, editing and final approval through the System Office. The current vendor coordinates updates and provides all maintenance for the benefits website. |
| 8 | What is the extent of financial reporting UA is responsible to provide for retiree health and welfare benefits? Who conducts valuation assessments and manages this retiree reporting today?  **ANSWER:** A separate actuarial services vendor provides the required GASB reporting for retiree benefits. Those services are not part of this RFP. |
| 9 | Does the University system use a consolidated health informatics data warehouse today? If so, which vendor was selected? Are any data sources above medical claims, pharmacy claims, and enrollment information passed to the system?  **ANSWER:** The University does not currently use a data warehouse service. The vendor selected in this RFP will be required to receive separate data sets from health, dental and pharmacy TPA/PBM providers as well as from insured benefits providers. The University System owns all plan data. System staff serve as plan administrators with access to all reporting sets. |